



**Title: Associate Technical Support Specialist**

**Location: Marlborough, MA**

### **About Akoya Biosciences, Inc.**

Akoya Biosciences, Inc., The Spatial Biology Company™, with offices in Menlo Park, CA and Marlborough, MA is a well-funded and emerging growth company that is developing powerful imaging tools to enable scientists and clinical researchers to gain a better understanding of complex diseases such as cancer and autoimmune disorders. Our CODEX® platform enables the assessment of more than 40 protein markers in a sample and is ideally suited for biomarker discovery. Our Phenoptics™ platform, the industry standard for multiplex IF/IHC provides the assay robustness and throughput necessary for translational and clinical research required in clinical trials. Our partnerships with the academic community and our customers have resulted in a robust pipeline of future products.

### **Job Description**

Akoya Biosciences is seeking an individual to join our customer focused technical support team. This role will provide remote instrument technical support for our ground-breaking technologies in the field of multiplex immunofluorescence. Products include our Phenoptics imaging instruments, Vectra Polaris, Vectra 3, and Mantra, as well as our CODEX platform. The successful individual will be based in the Massachusetts MetroWest area and provide technical support for customers throughout North America including remote software/hardware support, installations, customer training, diagnostics, troubleshooting, and repair.

### **Key Responsibilities**

- Apply knowledge of mechanics, electronics, optics, computers, and Akoya products to provide remote hardware/software support, diagnostics and troubleshooting for Phenoptics and CODEX products.
- Provide real-time and follow-up support (technical, operational, logistical) to our customers, both internal and external.
- Use remote desktop tools to perform software configuration, provide basic customer training and diagnose and resolve technical problems to our products in the field.
- Perform hardware adjustments and calibrations to our in-house instruments.
- Diagnose the customer issue, troubleshoot the problem, create a resolution strategy then perform and verify the fix.
- Manage, prioritize and schedule all work to be performed to satisfy internal and external customer demands.
- Log and track all technical support cases in the Salesforce.com database in a timely manner.
- Effectively communicate troubleshooting advice to Field Service Engineers as well as provide part recommendations to solve hardware-based problems.
- Liaise with Field Service Engineers and Field Application Scientists for timing and scope of on-site installations, repairs, and advanced trainings and when necessary build awareness of critical customer and service issues
- Report quality issues via the Akoya corrective action process.
- Provide awareness of critical customer and support issues, with potential recommended solutions to the Research & Development groups.
- Provide advisory support for management on both equipment and customer problems.



- Always Delight our customers with prompt and courteous support.
- Collaborates and communicates knowledge (e.g., customer insights, trends, market information, etc.) across the business.
- Perform other duties as assigned.

### **Skills and Qualifications:**

- Requires a BS in Physics, Information Technology, Computer Science or Engineering discipline or an equivalent 2-year degree.
- Technical support, diagnostics and troubleshooting experience with a minimum of 2-3 years directly related to robotics, biotechnology or microscopy required.
- Extensive Windows operating system knowledge, including usage of Command Prompt, Device Manager, Event Viewer, and Control Panel functions required.
- Ability to do software debugging by thoroughly reading software log files is required.
- Ability to troubleshoot effectively over the telephone, via email and using various remote desktop clients required.
- Experience with small hand tools and fine adjustments is preferred.
- Ability to perform clean installs of Windows 10, install drivers, create system images and perform computer hardware upgrades is preferred.
- Experience with microscopy, digital imaging, or motion control systems preferred.
- Strong organizational and communication skills.
- Excellent electro-mechanical and software skills, including information technology
- Flourishes in a highly dynamic and small company environment.
- Must be comfortable speaking to our customers over the phone, email and via chat.
- Experience in MS Excel and Salesforce.com (SFDC) preferred.
- Ability to work in a team environment and to meet deadlines is required.
- No travel is required but the opportunity may be optional upon request.